

WHAT IS CLAIMED IS:

1 1. In a call control system operative as a call center, a method for
2 controlling routing of a telephone call comprising:
3 receiving a call at an incoming gateway;
4 signaling from the incoming gateway to a call control system that said call has
5 been received by the incoming gateway;
6 determining the termination point to which said telephone call should be
7 delivered from incoming call information and information and availability of a qualified
8 agent at a termination point;
9 signaling with control signals from said call control system to an outgoing
10 gateway coupled to said selected termination point;
11 causing said outgoing gateway to connect to said incoming gateway via a
12 digital voice packet connection; and
13 directing said call from the outgoing gateway to said selected termination
14 point.

1 2. The method according to claim 1 wherein said receiving step includes
2 receiving the call from a publicly-switched telephone network into the incoming gateway,
3 said incoming gateway converting said incoming phone call into digital voice packets.

1 3. The method according to claim 1 wherein said receiving step includes
2 receiving the call in voice-over-IP format.

1 4. The method according to claim 1 wherein said directing step includes
2 connecting the call via voice-over-IP means to a digital voice termination point.

1 5. The method according to claim 1 wherein said termination is via voice-
2 over-IP.

1 6. The method according to claim 1 wherein said directing step comprises
2 connecting the call via the publicly-switched telephone network.

1 7. The method according to claim 1 wherein said call control system is
2 external and isolated from said incoming gateway and from said outgoing gateway, said call
3 control system being connected through a firewall.

1 8. The method according to claim 1 wherein said call control system is
2 external and isolated from said incoming gateway and from said outgoing gateway, said call
3 control system being connected via a virtual private network.

1 9. The method according to claim 1 wherein said termination point is
2 partially dependent upon a phone number to which said call is originally directed.

1 10. The method according to claim 1 wherein said termination point is
2 partially dependent upon a phone number as originally called from.

1 11. The method according to claim 9 wherein said termination point is
2 partially dependent upon a toll-free phone number to which said call is originally directed.

1 12. The method according to claim 1 wherein said incoming gateway is
2 also said outgoing gateway.

1 13. The method according to claim 1 wherein said outgoing gateway is
2 operative to forward digital voice packets from the incoming gateway without conversion.

1 14. The method according to claim 1 further including recording digital
2 packet data from the incoming gateway in a digital storage unit.

1 15. The method according to claim 1 further including the step of
2 dynamically redirecting the call from the termination point to a further termination point.

1 16. The method according to claim 1 further including signaling from the
2 call control system to a visual display at the terminal point to convey related call-specific
3 information to the agent at the termination point.

1 17. In a call control system operative according to the method of claim 1
2 further comprising an apparatus for contemporaneously signaling from a call control system
3 to a visual display at the termination point to provide call-specific information regarding the
4 call; and server operative to provide call-specific information to the agent screen at the
5 termination point.

1 18. The apparatus according to claim 17 wherein said server is an instant
2 messaging type server.

1 19. The apparatus according to claim 17 wherein said server is web type
2 server which can interact with a window on a client terminal at the termination point.

1 20. The apparatus according to claim 17 wherein said server is proprietary
2 messaging type server.